

Notice of Data Security Incident – Axxess Family Services

Family & Community Services (“FCS”) is writing to inform you of a recent data security incident that may have resulted in unauthorized access to some individuals’ personal information. While we are unaware of any fraudulent misuse of personal information at this time, this notice is intended to provide details about the incident, steps we are taking in response, and resources available to help protect against the potential misuse of personal information.

What Happened? On May 22, 2025, FCS discovered that its systems were potentially compromised by an unauthorized actor. Upon discovery of this Incident, FCS engaged a specialized third- party cybersecurity firm to conduct a forensic investigation of its network environment to determine the nature and scope of the Incident. FCS is still analyzing the results of the forensic investigation; however, out of full transparency, FCS is providing notice about the potential access to sensitive information by an unauthorized actor. FCS is working to identify all the specific individuals and the type of data that was potentially accessed in order to provide sufficient notice to individuals. FCS will mail formal notice letters to those impacted individuals once they are identified.

What Information Was Involved? The investigation is still ongoing. However, if sensitive information is found to have been potentially compromised, a formal notice letter will be sent to those who have had their sensitive information impacted, and the letter will identify the types of information involved. As of this writing, FCS has not received any reports of related identity theft since the date of discovery of the incident.

What We Are Doing. FCS is committed to ensuring the privacy and security of all personal information in our care. Since the discovery of the Incident, FCS has taken and will continue to take steps to mitigate the risk of future issues. Specifically, FCS has engaged a specialized cybersecurity firm to conduct a forensic investigation to determine the nature and scope of the incident. Also, FCS restored operations in a safe and secure manner, enhanced security measures, hardened our remote entry points, strengthened our access controls and took steps and will continue to take steps to mitigate the risk of future harm.

What You Can Do: We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file. Please review the enclosed *Additional Resources to Help Protect Your Information* to learn more about how to protect against the possibility of information misuse.

Other Important Information:

We recognize that you may have questions not addressed in this notice. If you have any questions or concerns, please call 1-888-844-1165 Monday – Friday 8 a.m. to 11 p.m. and Saturday 9 a.m. to 6 p.m. Eastern time.

FCS sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Family & Community Services